

Software Upgrades Announced at July 22 Users Meeting

Installing new PC's and upgrading to Windows XP.

Corporations will be obtaining and deploying new pc's during the month of August. These new pc's will be using Windows XP as the operating system, representing a move away from the outdated Windows 95. We are currently working on developing startup scripts to replace the existing scripts. The new scripts will still execute the Eastman Open/image product, but will have modifications so it will run under Windows XP.

This approach has been taken to eliminate the performance and stability problems we were experiencing trying to get the new imaging software running under Windows 95.

All agents who currently have imaging pc's will also need to upgrade their pc operating system on those machines to Windows XP prior to our being able to implement the new imaging software. This does not necessarily mean they have to obtain new pc's, only if their existing pc's are not capable of running XP. See the Microsoft web site for minimum requirements and recommendations – www.microsoft.com/windowsxp/pro/evaluation/sysreqs.asp. When ordering Windows XP, we are recommending obtaining the Professional edition, not the Home edition.

Installing New Imaging System.

We are targeting a late September or early October time frame to put the new imaging system into production. The new imaging system uses Internet Explorer and a plug-in to display images. This eliminates the dependency on Eastman Open/image client software, with it's \$1,500 per seat licensing fee.

As mentioned above, upgrading to Windows XP is a prerequisite for running the new imaging system, both for the Division of Corporations and for imaging agents. There is no way to run the two systems simultaneously since we will be implementing the new imaging system on a new hardware platform. These means all imaging clients, both agent and Corporations must be running XP before the cutover can take place.

Upgrading Scanner Software.

For the past several months, we have been testing and evaluating new scanner software. We are looking at the next generation of PowerScan's product, which they call IDEA, which is an acronym for Integrated Digital Environment Access.

IDEA is a fully multi-threaded 32-bit application, giving performance and stability improvements over the older 16-bit version. The new software will run supported scanners at their rated speed without the need for accelerator boards. But one of the biggest reasons we are upgrading is the flexibility in the choice of scanners. When an

IDEA license is purchased, drivers for all supported scanners are provided. The old software provided only one scanner driver, which was determined at time of order. To switch to a new scanner required obtaining a new license.

We have already obtained 30 licenses. This is enough for our use, all the existing agents with scanners, and some extras to support growth.

Once the new imaging system has settled in, we will start to deploy IDEA. This is not a requirement. Corporations is moving to this new software because of the flexibility it gives us in choosing scanners. The old scanner software will work under Windows XP.

Researching Scanners to Replace Ricoh 420.

Our scanners are getting to be five or six years old and we are experiencing reliability problems. The Ricoh 420 is no longer marketed by Ricoh, so we have been forced to evaluate alternatives. We have become dissatisfied with the level of service we have received from Ricoh, so we are expanding our evaluation to include other vendors such as Fujitsu, Panasonic and Kodak. We currently have a Fujitsu duplex color scanner in house for evaluation purposes.

We will also be evaluating additional models. The IDEA software gives us the flexibility to switch scanners without having to change the software. We are looking at some high volume models for our use, but will also be evaluating some cheaper, lower volume scanners for those who don't have large volumes of scanning and could get by with a smaller unit.

Once we have finished our evaluations, we will be in a position to make recommendations for new scanning agents, or for anyone who needs to replace their Ricoh 420.

Network Access to DCIS and Imaging/Workflow.

In Jim Ravis' memo of December 18, 2002 regarding the migration from SMDS to Frame Relay, it was announced that at some future time it would be possible to use the Frame Relay connection to access both DCIS and the Imaging/Workflow application. This would eliminate the need for point-to-point lines for DCIS access and would also open up the Imaging/Workflow application to all network connected pc's at an agent's site.

Two things have to happen before this can become a reality. First, we have to get our new imaging system into production. The current Eastman Open/image application requires a license for every user, and this license costs \$1,500. The new imaging system uses browser technology to access images, Internet Explorer to be specific, which is

included with Windows XP. Thus the new imaging system will eliminate the high licensing fee.

The second factor was within the State's networking infrastructure. The capacity and security of the State's network needs to be expanded before we can take on such a dramatic increase in the number of users accessing our applications. This increased capacity is being installed by DTI over the next two months.

The commitment we had from DTI, when we started the Frame Relay conversions, was that by the end of this calendar year we would be able to implement this expanded network access. Based on our progress with the new imaging system, and what we see getting delivered by DTI, it appears that commitment will be made.

Please remember, there will be a charge of \$10 per month for additional pc's beyond the original five allowed, as announced in the memo referenced above.